

**CUSTOMER SURVEY**  
*Office of Adjudication and Hearings*

This survey is given to all parties appearing before the Office of Adjudication and Hearings (OAH). The information contained in this evaluation will not affect the outcome of your case, and will not be identified by case number or name. A candid assessment of your experience helps us to continuously improve OAH's services to the public.

Check the category that best describes you:

☐ Private party without Attorney

☐ Attorney for private party

☐ Private party with Attorney

☐ Other, please specify \_\_\_\_\_

The first four letters/numbers of your case (e.g. I-00-7): \_\_\_\_\_ This lets us know the type of case without identifying your specific case.

Please respond to the statements below by checking one of the boxes:

Question #	Did Not Meet My Expectations	Met My Expectations	Exceeded My Expectations	Does Not Apply / Do Not Know
1				
2				
3				
4				

**THE HEARING FACILITIES**

1. The hearing room was free from distractions (noise, etc.).
2. There were helpful signs to guide me to where I needed to go.
3. The hearing room was clean, comfortable, and adequately sized.
4. The sound quality of the hearing room was adequate.

**DOCKET CLERKS**

5. Docket Clerks answered questions promptly, accurately, and completely.
6. Docket Clerks were knowledgeable and helpful.
7. Docket Clerks treated me courteously.

5				
6				
7				

**ADMINISTRATIVE LAW JUDGE (ALJ)**

8. The ALJ gave an overview of what would happen at the hearing.
9. The ALJ used language that I could understand.
10. The ALJ listened to and treated everyone fairly and courteously.
11. The ALJ appeared to understand applicable laws and evidentiary rules.
12. The ALJ maintained appropriate control and formality in court.
13. The ALJ was clear and decisive in making rulings.

8				
9				
10				
11				
12				
13				

**THE HEARING PROCESS**

14. The order(s) or notice(s) that I received were understandable to me.
15. The OAH written material provided helpful information on the hearing.
16. The OAH web site provided helpful information.
17. The Docket Clerk was ready to call the case as scheduled.
18. The hearing was concluded in what seemed a reasonable amount of time.

14				
15				
16				
17				
18				

1. How did you interact with OAH? Mail / Phone / In-Person (Circle all that apply)
2. If you visited OAH’s administrative offices in person, how long did you wait before first receiving assistance? (Circle your response) Less than 1 minute / 1-5 minutes / Longer than 5 minutes / N/A
3. How did you get to OAH? Bus Car Metrorail Other \_\_\_\_\_ (Circle all that apply)
4. Do you have any comments or suggestions? \_\_\_\_\_

**FOR MORE INFORMATION, PLEASE VISIT OAH’S WEB SITE AT:  
[HTTP://WWW.DCOAH.ORG](http://www.dcoah.org) OR [HTTP://WWW.OAH.DC.GOV](http://www.oah.dc.gov)**

**Mission Statement:** The Office of Adjudication and Hearings enhances the quality of life in our city by providing citizens with a fair, efficient, and effective system to manage and resolve administrative litigation arising under District of Columbia law. By developing innovative reforms for the District of Columbia's system of administrative justice, the Office fosters public confidence in that system and promotes higher levels of voluntary compliance that ensure greater health, safety, and well-being in our community.

**Please fill out at the conclusion of the hearing. Deposit in box located near the hearing room or return by mail within 5 days in attached postage-paid envelope.**